

United States Postal Service®

INDUSTRY **ALERT**

May 13, 2016

USPS Officer Personnel Announcements

Linda Malone Named as VP, Area Operations, Capital Metro Area

Robert Cintron Named as VP, Network Operations

Isaac Cronkhite Named as VP, Enterprise Analytics

USPS announced three officer actions this week.

Postmaster General and CEO Megan J. Brennan announced the appointment of **Linda M. Malone as Vice President, Area Operations, Capital Metro Area**, effective May 14. In this position, Linda will be responsible for overseeing operations—including mail processing, distribution, customer service, and administrative functions—throughout eight districts: Atlanta, Baltimore, Capital, Greater South Carolina, Greensboro, Mid-Carolinas, Northern Virginia, and Richmond. The Capital Metro Area encompasses more than 130,000 square miles, over 63,000 employees, more than 2,700 Post Offices, and approximately 16 million customers.

Linda's extensive operational experience will serve her well in this new position. Since 2015, she has served as Vice President, Network Operations, where she managed the Postal Service's distribution network. Her responsibilities included overall network design, policies and programs, logistics, and maintenance.

Linda began her postal career in 1985 as a Letter Carrier in Wilmington, Delaware. She has held many notable positions, including Manager, Processing Operations; District Manager, South Jersey District; Senior Plant Manager, Central Pennsylvania; and Manager, Operations, Technical and Systems Integrations Support, at Postal Service Headquarters in Washington, D.C.

Linda holds a bachelor's degree in business from the University of Delaware and a master's degree in business administration from Averett University. She is also a Lean Six Sigma Certified Black Belt.

The second announcement was regarding the appointment of **Robert Cintron as Vice President, Network Operations** by Postmaster General and CEO Megan J. Brennan. In this position, he will oversee the Postal Service's distribution network, including overall network design, policies and programs for processing sites, logistics required to move the mail, and maintenance policies and programs that support the network. He will report to Chief Operating Officer David E. Williams.

Since being named Vice President, Enterprise Analytics, in 2015, Robert has been responsible for innovations in technologies and tracking systems, including scanning, integration of network information visibility systems, and data analytics.

Robert began his postal career 31 years ago as a Clerk in Rochester, New York. He has held a wide variety of positions, including Vice President, Product Information; District Manager, Western Pennsylvania District; Senior Plant Manager, Northern Ohio and Western New York Districts; Manager, In-Plant Support for the Northeast Area; and Plant Manager in Stamford, Connecticut.

Robert graduated from Roberts Wesleyan College with a bachelor's degree in organizational management. He is a graduate of the Postal Service's Advanced Leadership Program, the Processing and Distribution Management Program, and he is a Certified Executive Green Belt. Robert's strong business insights and operational experience will serve him well in this new position, which takes effect on May 14.

The third announcement was regarding the appointment of **Isaac S. Cronkhite as Vice President, Enterprise Analytics** by Postmaster General and CEO Megan J. Brennan. In this role, he will be responsible for leveraging data and technology to provide the business intelligence needed to drive performance and improve efficiencies through enterprise reporting and performance measurement systems. Isaac will lead our innovations in technologies and tracking systems, overseeing scanning improvements and the integration of network information visibility systems, including the national Address Management System. He will report to Chief Information Officer Kristin A. Seaver.

Isaac's business acumen and experience will be assets in his new position. He joined the Postal Service as an Industrial Engineering Professional Specialist Trainee in 2004, and he has held the positions of Manager, In-Plant Support, Greater Boston District; Operations Industrial Engineer, Boston, Massachusetts; Plant Manager in Brockton, Massachusetts; and Senior Plant Manager in Richmond, Virginia. Since last year, Isaac has leveraged improved data analytics to drive field performance, while serving as Manager, Processing Operations, at Postal Service Headquarters in Washington, D.C.

Isaac holds a bachelor's degree in industrial and systems engineering from Virginia Polytechnic Institute and State University and a master's degree in business administration from the Massachusetts Institute of Technology, where he also graduated last year from the Sloan Fellows Program. Additionally, he is a graduate of the Executive Foundations and Executive Leadership Programs and is a Lean Six Sigma Executive Green Belt.

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